

Executive Dow Constantine Countywide Strategic Plan Immediate Actions for Executive Branch 2010-11

Priority	Related strategic plan strategies		Immediate action items
(1) Set standards and expectations for the immediate improvement of customer service and service excellence	SE 1.a	Make customer service a primary focus for all county employees	<ul style="list-style-type: none"> • Include customer service as part of new employee orientation curriculum by June, 2010 • Create customer service measures for every department by September 2010
	SE 4.a	Provide information and services that are culturally and linguistically appropriate	<ul style="list-style-type: none"> • Adopt an Executive branch written translation system and implementation strategy by June 2010
	SE 4.b	Create single points-of-contact for residents, clients, and other partners	<ul style="list-style-type: none"> • Establish single points-of-accountability by April 2010
	QW 1.b	Promote the value of customer service excellence in hiring and recruiting activities	<ul style="list-style-type: none"> • Establish Human Resource protocols addressing customer service by September 2010
	SE 2.d	Provide cost-effective, accountable, and responsive internal services	<ul style="list-style-type: none"> • Establish a procurement and contracting reform initiative by March 2010

Priority	Related strategic plan strategies		Immediate action items
(2) Empower our workforce and work together as One King County	QW 3.f	Ensure effective partnerships with our workforce, including timely resolution of bargaining and related issues	<ul style="list-style-type: none"> • Create position of Director of Labor Relations by April 2010 • Identify opportunities for productivity and cost containment in collaboration with Labor Roundtable by 2011 • Establish opportunity for the County Executive to “walk in the shoes” of a County employee once each quarter
	QW 3.a	Seek employee collaboration on cost reduction, service improvement, and problem solving	<ul style="list-style-type: none"> • Develop employee suggestion box implementation plan by June 2010, including an evaluation methodology and initial focus on productivity and cost control
	QW 3.c	Recognize employees for high-performance, good customer service, innovation, and strategic thinking	<ul style="list-style-type: none"> • Include these characteristics as part of Employee Performance and Accountability System (EPAS) criteria by 2011

Blueprint for Reform: *Working Together for One King County*

Priority	Related strategic plan strategies		Immediate action items
(3) Stabilize the long-term structural budget problem through financial stewardship, clearly defining King County service levels and building a culture of performance	SE 2.a	Implement a unified management system for county operations including budgeting, performance management, service delivery, and strategic planning	<ul style="list-style-type: none"> For the 2011 budget, utilize the Countywide Strategic Plan as the guiding framework and begin reengineering of the budget process to integrate performance management and budgeting
	FS 3.a	Clearly define the services King County will provide, to whom, and at what level, focusing on quality, timeliness and cost	<ul style="list-style-type: none"> Pilot a service/product descriptions and measures related to quality, timeliness and cost by 2011
	SE 3.e	Improve collaboration internally, including among the county's elected leadership, across departments, and with employees	<ul style="list-style-type: none"> Convene a General Fund cabinet to establish a common understanding and a vision around the future.
	FS 2.c	Establish policies regarding the use and long-term health of financial reserves, including the county's rainy day fund	<ul style="list-style-type: none"> Examine establishment of an expenditure growth cap and deficit reserve fund
	SE 2.c	Establish accountability at every level of service delivery	<ul style="list-style-type: none"> Identify accountable agencies for each strategy in the countywide strategic plan by May 1, 2010
	FS 1.c	Transition the governance and fiscal responsibility for local services in urban unincorporated areas to cities	<ul style="list-style-type: none"> Effect transfer of Burien, Kent and Kirkland Potential Annexation Areas by the end of 2011
	FS 2.a	Manage the county's assets and capital investments in a way that maximizes their productivity and value	<ul style="list-style-type: none"> Establish consistent, comprehensive standards for budgeting, managing, and measuring performance of capital projects Complete the Roads Services Division Strategic Plan, which will implement an asset life cycle management approach for the County's roadway infrastructure by August 2010

Priority	Related strategic plan strategies		Immediate action items
(4) Build lasting regional partnerships	SE 3.a	Engage in partnerships to solve problems, expand services, and inform decision-making	Develop a regional vision for transit services: <ul style="list-style-type: none"> Establish Transit Task Force membership and work program by March 2010 Develop Task Force recommendations by September 2010
	FS 2.e	Partner with cities to leverage state and federal resources	<ul style="list-style-type: none"> Work with federal delegation and cities affected by the Howard Hansen Dam to seek expedited Army Corps planning and design process by April 2010 and obtain federal funds for the Corps's initial dam fix by November 2010
	FS 1.b	Work with cities to identify opportunities to provide services more efficiently, such as contracting	<ul style="list-style-type: none"> Extend jail contract with cities to 2016 by March 2010 Work with cities to resume regional jail planning efforts by May 2010 Work with cities to develop a regional animal services model and adopt new city animal service contracts by July 2010
	SE 3.d	Strengthen King County's collaborative role with cities and communities	<ul style="list-style-type: none"> Visit every city in the County in 2010 Meet regularly with unincorporated area councils to strengthen local service delivery